Cloud Voice Quick Setup Guide

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United Client Services

Number Porting

When you order a new line alongside your Cloud Voice service, you will be given a new number and an installation date. Do not do anything with the new number as this will only be used for your Broadband.

If you have requested a number to carry over to your Cloud Voice service, then you will receiver an SMS with the date and time for this to complete.

On the date of Port completion, you will need to look out for 2 SMS, 1 asking for you to restart your Cloud Voice handset, and 1 confirming your Cloud Voice service is live.

Online Portal (Optional)

You will have received 2 emails detailing your online access. These are what you will use to adjust features and settings on the phones, instead of using the information in the Quick Start Guide that cam in the box of your handset.

For more information about your Cloud Voice service, please use the online portal.

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Popular Features of Cloud Voice:

Auto Attendant
Connect callers to an automated personalised greeting and menu of options to ensure the call gets directed to the right person.

Call Hold
Place an existing call on hold, and then retrieve the call to resume the conversation.

Call Forwarding
Redirect incoming calls to another phone when you're busy, at certain times or even when numbers are high.

Call Recording
Record calls and store them in the cloud. Used for quality and training.

Hunt Groups
Allow multiple users to take calls at the same time. This allows important calls never to be missed no matter how busy you are.

Time Schedules
Define out of office, out of hours and holiday schedules to go to your bespoke answerphone message.

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Mobile and Desktop user setup

Click applications on the navigation bar on the left. Once on the new screen, at the top of the page , you will see your username for the app.

- Login to the online portal using the info sent via email.
- Click on employees along the top of the screen. Click the magnifying glass and select Active User.
- Click on Applications on the left.
- Note down the username in full and click change password.
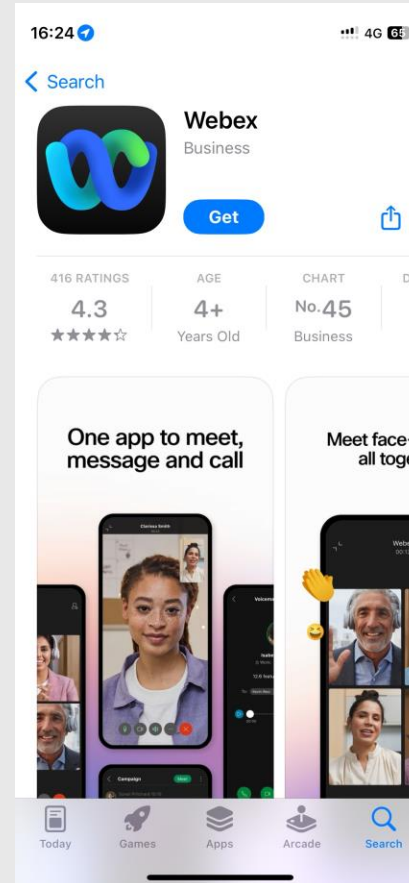
Mobile App Setup

Make sure that the user has a username and password setup on the portal for themselves and the password has been emailed to them.
Download the Webex app (pictured) onto the smartphone and use the created credentials to login. (Further Mobile App setup instructions available).